



Date 8 November 2023

Re: Successful Procurement for the National Rural Telehealth Contract

Ka Ora Telecare are delighted to inform key stakeholders of our recent successful procurement of the National Rural Telehealth Contract. After a highly competitive procurement process, it is with great pleasure that we share our success in being awarded this contract.

Practice Plus, Reach Aotearoa and Emergency Consult have established a combined service called Ka Ora Telecare, integrating all our value-add services to provide a model of care for your network of practices and the priority whānau that they care for.

The aim of the service is to provide rural communities with effective and sustainable afterhours access, through providing a high-quality after-hours telehealth medical service while supporting the rural primary care workforce as best we can and preserving your business model and on-going sustainability.

The service includes access to an 0800 number (0800 2 KA ORA or 0800 252 672) that can be diverted straight from a practice telephony system as well as an online booking portal on www.kaora.co.nz as optional entry points into the service providing your patients a comprehensive extended telehealth team 365 days a year including:

- Kaiāwhina workforce to build whakawhanaunga with patients and whānau and help address social determinates of health where possible linking in with local community services;
- Nurse workforce for robust Clinical Nurse triage;
- Practice Plus with our primary care led telehealth service with specialist General Practitioners and Nurse Practitioners and
- Emergency Consult with their overnight service delivery model delivered by FACEMs.

We have developed an FAQ section but most importantly we want to outline some of the key principals of the service such as:

- This service is not a replacement for enrolling General Practices, but like Practice Plus is seen as an extension to your practice for your patients when you require our services;
- It does not enrol patients, but provides a casual service only with no clawback to the practice
- Kā Ora Telecare is not a free service, as we do not want to compete with existing services and the priority is to preserve and sustain the general practice business model.
- Increase access to primary care for your patient population and community (after hours, surge protection, and to ease the burden with staff sickness and/or the holiday period)

KA ORA TELECARE

- Potential to build your practice population by encouraging enrolment for those un-enrolled and helping facilitate this if you are accepting new enrolments;
- Informational continuity of care will be provided through the use of Clinicians seeing the patients' shared care record
- Notes from virtual GP consults are sent to the GP the patient is enrolled with;
- Partnership is critical across the local community services such as; pharmacies, laboratories, Māori / iwi Services, Pacific Services, Dentist Physiotherapy and other health providers for comprehensive medical care afterhours.

Our aim is to contact all key stakeholders this week as the service will start early November; the Leadership Team are happy to meet this week to step through the service and the dedicated workflow for rural practices and communities. Otherwise feel free to view our website for more information on www.kaora.co.nz

We look forward to working with you and your network to best deliver this important service to priority rural communities.

Ngā mihi



Jess White
Ka Ora Telecare Leadership Team



Rural General Practice Onboarding Guide FAQ's

How Ka Ora Telecare can help Practices and Patients:

- Patients can be directed to Ka Ora Telecare for episodic care management if the enrolling General Practice have long waits for appointments
- Alternative after hours care; instead having a telehealth consultation first with the aim to provide care if possible without having to engage a possibly pressured medical practice

Key Principles

- Not a replacement for enrolling General Practice, but is an additional service that can be called upon if required
- Does not enrol patients, but provides casual service only with no clawback to the practice
- Not an ongoing consulting option that would bypass the enrolled General Practice
- Kā Ora Telecare is not a free service. Kā Ora Telecare does not want to compete with existing services and preserve and sustain the general practice business model.

What can Ka Ora Telecare do for patients?

Ka Ora Telecare clinicians can:

- Assess and manage a variety of presentations
- Prescribe medications and send to local pharmacy
- Order Investigations (bloods, radiology)
- Complete e-referrals
- Complete ACC documentation if appropriate
- Provide routine primary care such as repeat prescriptions or WINZ certification
- Follow-up and action any test results ordered by Ka Ora Telecare
- Clearly communicate Ka Ora Telecare ordered test results to patients

What patient information does Ka Ora Telecare have access to?

Ka Ora Telecare have access to:

- National prescribing data
- Laboratory results
- GP Summary Notes (if available for your practice) – includes Long Term Diagnoses, Allergies, Prescriptions, Alerts, Lab Results, some Inbox documents etc.
- Hospital Notes (for most regions)

Kā Ora Telecare has access to local databases across the country, so especially useful if a patient has travelled to your region but is domiciled elsewhere

How is the enrolled General Practice informed about the care provided to patients?

- After a patient has had a consultation with Ka Ora Telecare, the enrolled practice will be sent a consultation note summary as an Inbox document into their patient management system.
- Any requested Investigations will be cc'd to the enrolled GP, but Ka Ora Telecare will be responsible for actioning results. Any further contact with the patient, including communication of results will be sent to the enrolled GP also.
- If any additional concerns are raised about a patient or their whanau, then a Ka Ora Telecare team member will directly contact the enrolled practice



What if it can't be sorted over the phone/video?

- Telehealth cannot solve everything, but it can solve a significant cohort of presentations, meaning patients can remain in their own home and get the care they require
- For those that can't be resolved, either the patient will be sent to local in-person emergency services, or provided with interim treatment and advice, and Ka ora telecare will connect with the Enrolled GP team to arrange in person assessment

Who are the clinical team members working for Ka Ora Telecare?

- The Ka Ora Telecare include Kaiawhina, Nurses and Doctors
- Nurses either specialise in Primary Care or Emergency Care
- Doctors specialise in either General Practice, Urgent Care or Emergency Management
- The majority of clinical team members work part-time, and also hold Face-to-Face roles in their community
- The clinical team sit underneath a Clinical Director and Clinical Governance Network, which includes clear onboarding, policies and procedures

Where are the Clinicians based?

- The clinicians are based across Aotearoa, in both the North and South Island, both in Urban and Rural locations.
- Occasionally, a small amount of clinicians may be based overseas, but this is only for a small group of clinicians who must all be currently registered in New Zealand, and all have significant experience practicing in New Zealand

How do I connect my Telephony to automatically direct over to this service?

We will work with each practice and their telephony as each one is different so will work out the best way if you would like your phones automatically switched over.

Ka Ora Partners

The Ka Ora network brings together three existing health organisations, Reach Aotearoa, Practice Plus and Emergency Consult under one umbrella capable of delivering the service nationally to rural communities. Ka Ora draws together extensive local experience and the three organisations have a proven track record of working across rural New Zealand, including with Hauora Māori.

Emergency Consult

Emergency Consult is a 24-hour telehealth service developed in 2020. Our Doctors (Emergency Medicine Specialists), Nurse Practitioners and Registered Nurses see and treat patients on-demand via web-based video chat. We provide rapid medical care to the general public as well as supporting a range of healthcare providers.

We are a team of Emergency Department (ED) clinicians. We formed Emergency Consult because we wanted to bring our expertise out of the bricks and mortar hospital to those that need it - when and where they need it. Please see Our Story, Mission and Values, and Meet the Team for more information - [Emergency Consultants - Online Medical Advice](#)



Practice Plus

Practice Plus has had 16 months experience in delivering a national primary care telehealth service, tailored to regional and local needs through partnerships with PHOs, enrolled General Practices, Māori/Iwi Providers, Pharmacies, Emergency and Accident and Medical facilities, and multiple other care teams. Over 200 practices are partnered with the service with coverage of approximately 1.5 million enrolled population across a number of PHOs.

Practice Plus values include Partnership, Equity, and Continuity of Care. Practice Plus is an extension to general practice, to complement and collaborate rather than compete. If practices are lacking capacity, they have a trusted partner to refer patients to. The clinical service delivery is provided by a suite of clinicians; including General Practitioners, Urgent Care Clinicians and Nurse Practitioners - [Telehealth & Virtual GP Appointments New Zealand | Practice Plus](#)

Reach Aotearoa

Founded in 1997, Reach Aotearoa was engaged by Te Whatu Ora to deliver core telehealth components of the COVID response, including contact tracing and the processing of border exemption applications. As the pandemic evolved, Reach was commissioned to establish a national case investigation and exposure event services, to alleviate pressure on regional Public Health Units. The response enabled Reach to create a team comprising, at its peak, over 1600 staff, including GPs, ED and primary care nurses, and contact callers, working 7 days a week (9am to 10 pm), to support the national, regional, and local response to COVID. At its peak, the Reach telehealth infrastructure handled 10,000 calls per day and has retained systems that can scale massively if required again.

Reach also delivers all major population surveys for New Zealand (including the NZ Health Survey,), the HealthStat Primary Care Intelligence service, assisting the public sector to monitor infectious diseases, including influenza and COVID. Every week Healthstat collects data for over 2 million patients from 400+ practices throughout the motu, supplying aggregated anonymous data to Te Whatu Ora and ESR.